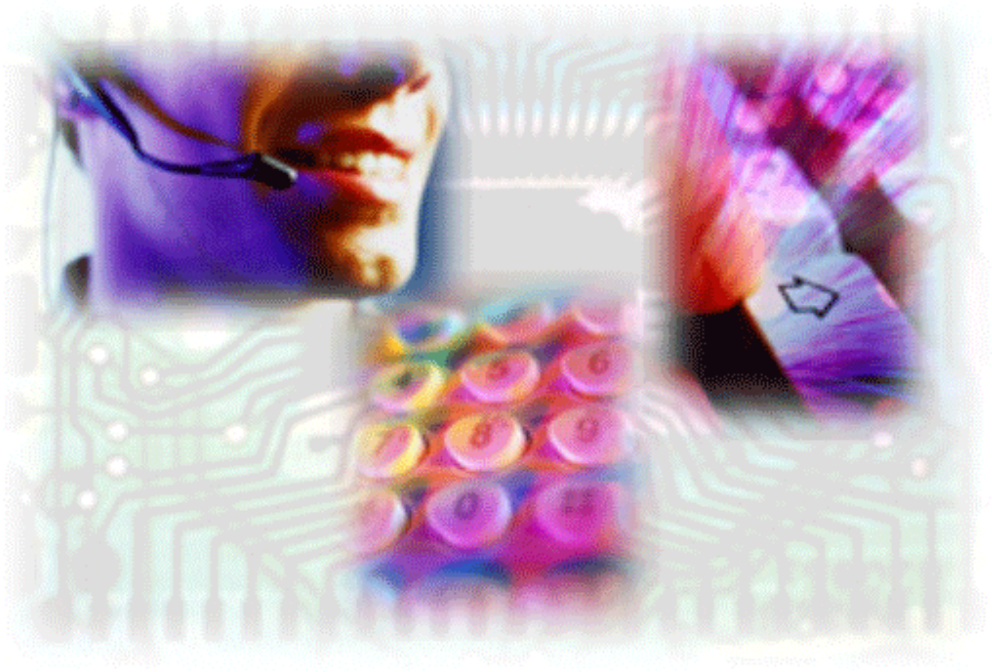
Event Log



User Manual

Version 2.0
Date 2009/09/24

This manual is valid for the following ASC products:

- EVO*ip* Server Software
- INTERACTION Software
- MARATHON EVOLUTION XXL / MARATHON EVOLUTION / MARATHON EVO*lite*

Please note, that you can always find the most up-to-date technical documentation on our web site at http://www.asctele-com.com (partner area). The ASC partner portal also provides the latest product updates.

Copyright © 2004-2009 ASC telecom AG. All rights reserved.

Windows is a registered trademark of Microsoft Corporation. Linux® is a registered trademark of Linus Torvalds. MySQL® is a registered trademark of Sun Microsystems. SUSE™ and openSUSE™ Linux are trademarks of Novell, Inc. All other marks and names mentioned herein may be trademarks of their respective companies.

1 Description of the Software 2
1.1 Installation 2
2 Event Log Operation 3
2.1 Starting the Program 3
2.1.1 Local Start 3
2.1.2 Browser-Based Operation 4
2.2 Total Overview 6
2.2.1 Header Section of the Event Log Dialog Box 7
2.2.2 Selecting Filter Criteria 7
2.2.2.1 Modules 8
2.2.2.2 Types 9
2.2.2.3 States 10
2.2.2.4 Time of Last Modification 10
2.2.3 Result Section of the Event Log Dialog Box 11
2.2.4 Footer Section of the Event Log Dialog Box 12
2.2.5 Status Bar of the Event Log 15
2.3 Exiting the Program 15

1 Description of the Software

The Event Log is an application for searching and displaying error and status messages of EVO*ip*, INTERACTION Server, MARATHON EVOLUTION XXL, MARATHON EVOLUTION, MARATHON EVO*lite* and RIA Server.

1.1 Installation

This software is already pre-installed on the recorder.

2 Event Log Operation

2.1 Starting the Program

HINT

Starting the program may take some seconds. Please click the application only once. Should an error occur during the program start, a message will be displayed.

HINT

The login may also fail due to access rights of the user. If a user tries to log in locally, but has not been assigned the required right, the message “You don’t have the right for local login” will appear. In this case, ask your system administrator to assign the required right.

2.1.1 Local Start

For local operation at the MARATHON EVOLUTION, start the Event Log via the *Status* icon from within the Portal.

2.1.2 Browser-Based Operation

For browser-based operation, open a browser, enter the IP address of your recorder, and click the *Event Log* button. A separate window for the Event Log user login appears.

Fig. 1 - EVOip Server Software WEB Portal

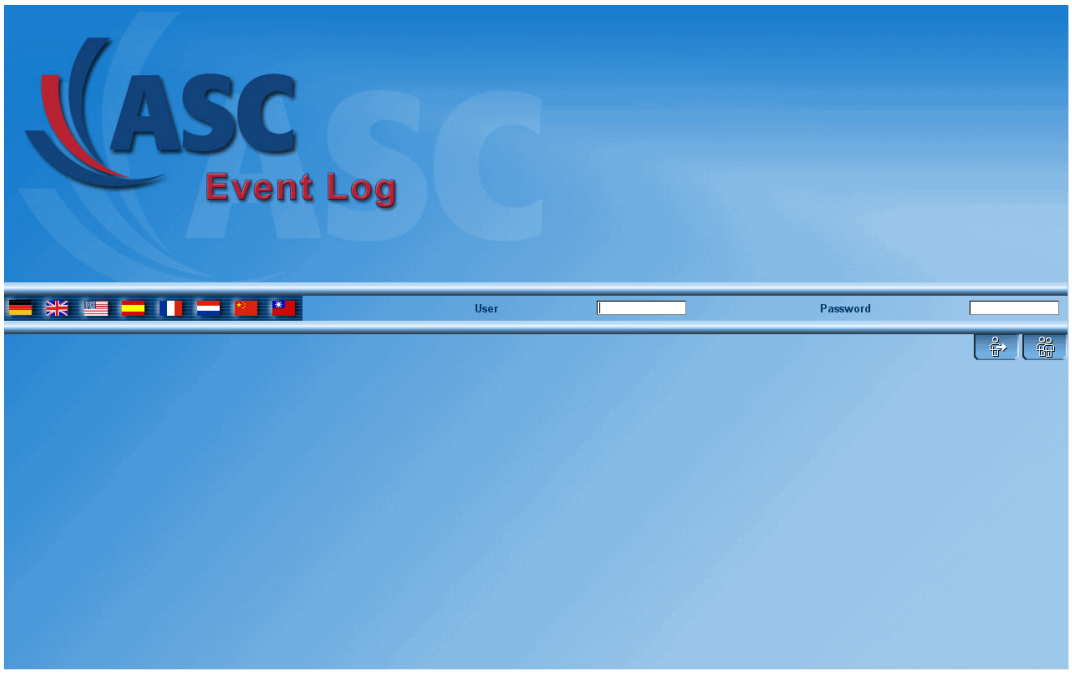


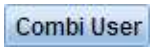
Fig. 2 - Logging on at the Event Log

The Event Log provides the following application languages:

- Czech
- German
- English (UK)
- English (US)
- Spanish
- French
- Italiano
- Japanese
- Dutch
- Polish
- Russian
- Chinese
- Taiwanese

Enter the user name and the password as the case may be the combi user name and combi password you received from your system administrator into the text boxes and click on the *Log in* button.

Buttons:

	Logs into the application via single sign on. The system uses the Windows login information. In this case no user name and password is necessary. This functionality has to be configured in the ASC DataManager.
	Logs into the application.
	Expands the *User Login* dialog, so that a *Combi User* and *Password* can be defined.
	Minimizes the *User Login* dialog.
	Opens the context sensitive online help

Enter your user name and password.

HINT

When starting the Event Log for the first time via a Web browser, you need administrator rights for the installation of the Java Runtime Environment.

2.2 Total Overview

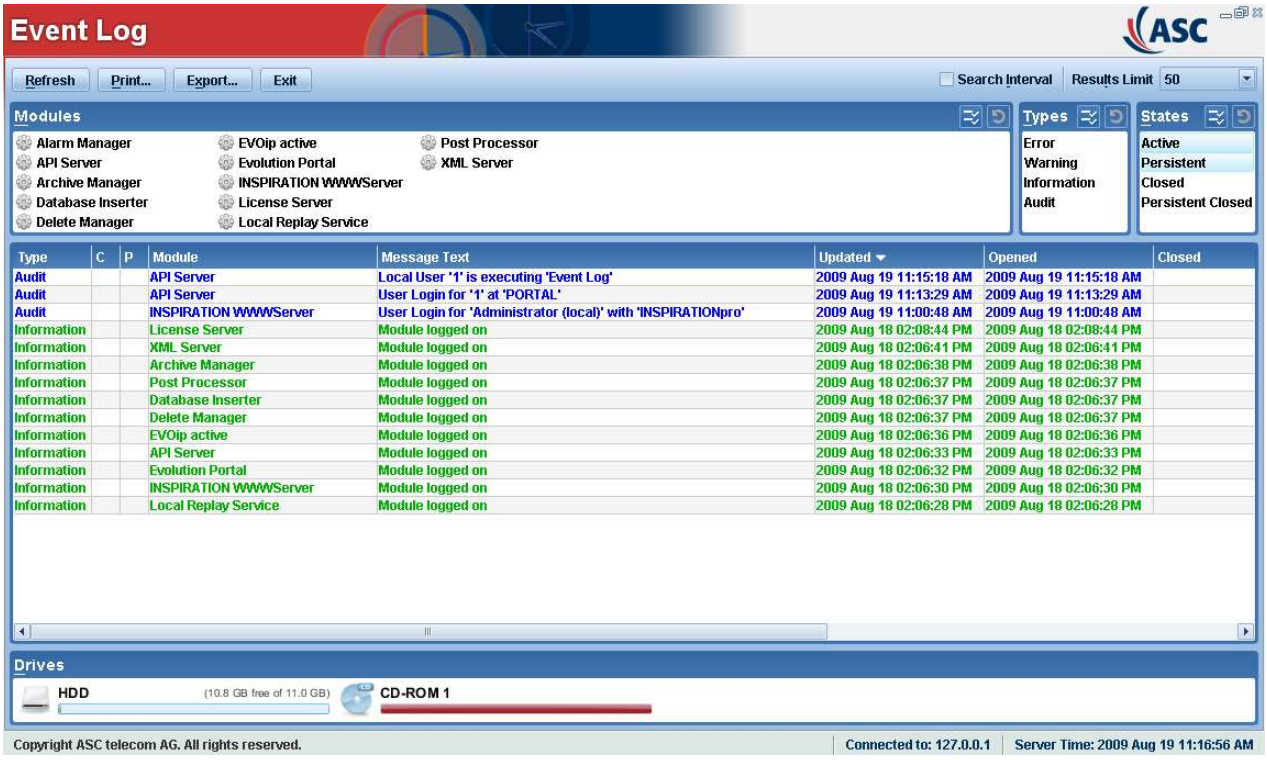

Event Log
Refresh
Print...
Export...
Exit
Search Interval
Results Limit
50
Modules
Alarm Manager
API Server
Archive Manager
Database Inserter
Delete Manager
EVOip active
Evolution Portal
INSPIRATION WWWServer
License Server
Local Replay Service
Post Processor
XML Server
Types
Error
Warning
Information
Audit
States
Active
Persistent
Closed
Persistent Closed
Type | C | P | Module | Message Text | Updated | Opened | Closed
Audit | API Server | Local User '1' is executing 'Event Log' | 2009 Aug 19 11:15:18 AM | 2009 Aug 19 11:15:18 AM
Audit | API Server | User Login for '1' at 'PORTAL' | 2009 Aug 19 11:13:29 AM | 2009 Aug 19 11:13:29 AM
Audit | INSPIRATION WWWServer | User Login for 'Administrator (local)' with 'INSPIRATIONpro' | 2009 Aug 19 11:00:48 AM | 2009 Aug 19 11:00:48 AM
Information | License Server | Module logged on | 2009 Aug 18 02:08:44 PM | 2009 Aug 18 02:08:44 PM
Information | XML Server | Module logged on | 2009 Aug 18 02:06:41 PM | 2009 Aug 18 02:06:41 PM
Information | Archive Manager | Module logged on | 2009 Aug 18 02:06:38 PM | 2009 Aug 18 02:06:38 PM
Information | Post Processor | Module logged on | 2009 Aug 18 02:06:37 PM | 2009 Aug 18 02:06:37 PM
Information | Database Inserter | Module logged on | 2009 Aug 18 02:06:37 PM | 2009 Aug 18 02:06:37 PM
Information | Delete Manager | Module logged on | 2009 Aug 18 02:06:37 PM | 2009 Aug 18 02:06:37 PM
Information | EVOip active | Module logged on | 2009 Aug 18 02:06:36 PM | 2009 Aug 18 02:06:36 PM
Information | API Server | Module logged on | 2009 Aug 18 02:06:33 PM | 2009 Aug 18 02:06:33 PM
Information | Evolution Portal | Module logged on | 2009 Aug 18 02:06:32 PM | 2009 Aug 18 02:06:32 PM
Information | INSPIRATION WWWServer | Module logged on | 2009 Aug 18 02:06:30 PM | 2009 Aug 18 02:06:30 PM
Information | Local Replay Service | Module logged on | 2009 Aug 18 02:06:28 PM | 2009 Aug 18 02:06:28 PM
Drives
HDD
(10.8 GB free of 11.0 GB)
CD-ROM 1
Copyright ASC telecom AG. All rights reserved.
Connected to: 127.0.0.1
Server Time: 2009 Aug 19 11:16:56 AM

Fig. 3 - Total Overview of Event Log

The Event Log dialog box displays all activities, details, warnings, and errors of the individual modules.

On the left-hand side of the header section, you can find buttons for updating the results and for exiting the program. On the right-hand side, you can find the “Search Interval” checkbox which allows you to show and hide the time filter “Time of Last Modification”. Moreover, the number of displayed messages can be determined.

The main section of the dialog box below the header section is divided into four filter criteria. There, the modules, alarm types, alarm states, and the period of results can be selected for the search. In the middle section, there is a large result section, where the messages are displayed.

In the footer section, all drives and their status are displayed.

In the status bar, the server name and server date or time are shown.

2.2.1 Header Section of the Event Log Dialog Box

Fig. 4 - Header section

Description:

The “Refresh” button retrieves current alarm information and updates the list displayed in the result section.

The “Exit” button serves to exit the program.

Here you can print the table view of the Event Log.

The table of the comments will be exported as CSV file. A dialog box opens where you can enter the storage directory and file name.

To define a start and end time for the search, the checkbox to the left of the “Search Interval” parameter has to be activated and the required start and end date has to be selected from the calendar menu.

Values: 50 (default), 100, 200, 500, 1000

The number of results to be displayed in the result section can be set to a value between 50 and 1000.

2.2.2 Selecting Filter Criteria

Below the header section, several filter criteria can be selected in four separate fields.

Subsequent search processes will only deliver the results for the selected modules, types, states, and time of last modification.

The following filter criteria are available:

- Modules
- Types
- States
- Time of Last Modification (only available if the “Search Interval” checkbox has been activated)

2.2.2.1 Modules

The “Modules” section permits filtering according to the individual MARATHON EVOLUTION modules.

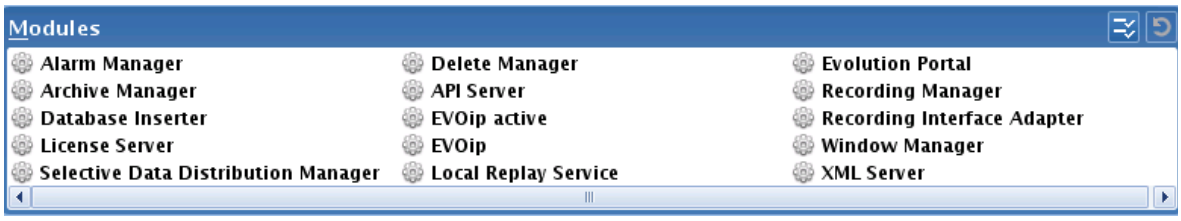


Fig. 5 - Filter criterion “Modules”

Description of the modules:

Module	Description
Alarm Manager	Monitors modules and generates alarms in the case of errors
Archive Manager	Archives calls
Database Inserter	Inserts the index files generated by the Recording Manager
License Server	Manages the licenses and checks the dongle
Selective Data Distribution Manager	Transmits calls via the FTP or SFTP server to other MARATHON EVOLUTION systems
Delete Manager	Monitors the media capacity and deletes calls for lack of space
API Server	Interface to other modules and programs
EVOip active	Active recording from VoIP devices
EVOip	Passive recording from VoIP devices
Local Replay Service	Replays calls via phone
Evolution Portal	Central, local user interface of MARATHON EVOLUTION
Recording Manager	Manages and stores traditional and VoIP calls
Recording Interface Adapter	Interface to several PBXs for recording additional information and control
Window Manager	Organizes the display of the individual windows
XML Server	Search and replay of calls via WEB*play* and INSTANT WEB*play*

Buttons

	Selects all list elements
	Undoes the current selection

2.2.2.2 Types

The “Types” section permits filtering according to the severity of the messages.

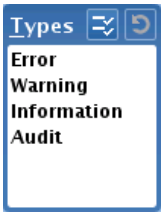


Fig. 6 - Filter criterion “Types”

Description of the types:

Type	Description
Error	Data loss
Warning	Danger of data loss
Information	Hints
Audit	User activities

Buttons

	Selects all list elements
	Undoes the current selection

2.2.2.3 States

The “States” section permits filtering according to the status of the messages.

Fig. 7 - Filter criterion “States”

Description of the states:

States	Description
Active	Currently existing messages in the system
Persistent	Persistent messages (can only be deleted by means of user confirmation or system reboot)
Closed	Closed messages
Persistent Closed	Closed persistent messages

Buttons

Selects all list elements

Undoes the current selection

2.2.2.4 Time of Last Modification

This filter criterion is only available after activation of the “Search Interval” checkbox. The “Time of Last Modification” section permits filtering according to the date of the messages.

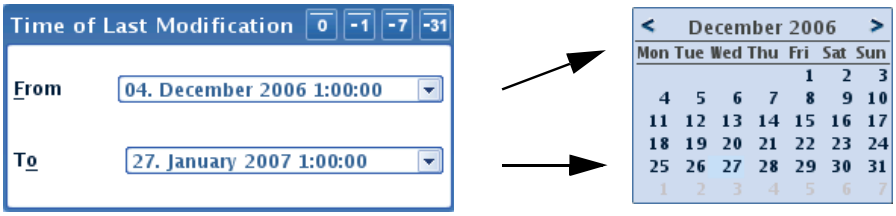


Fig. 8 - Filter criterion “Time of Last Modification”

Description of the time interval:

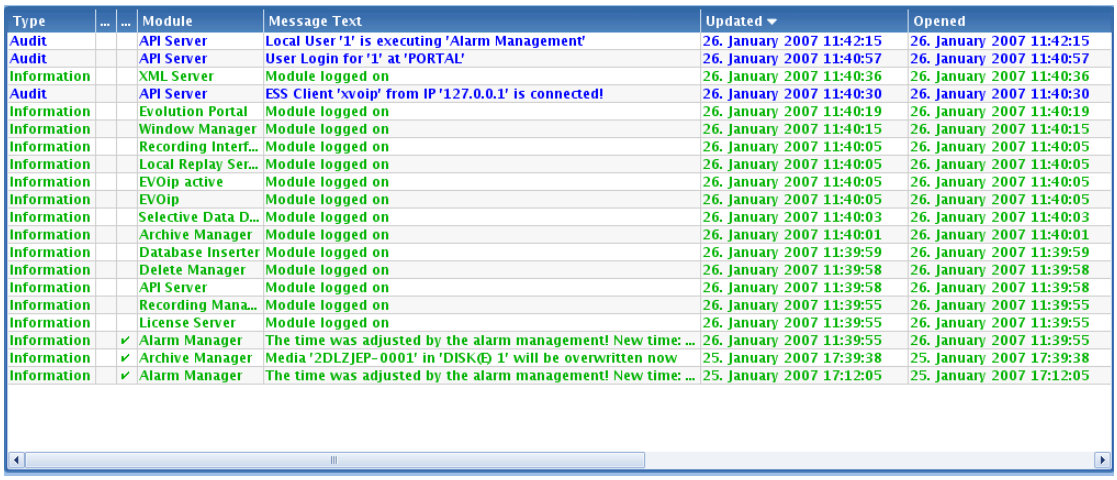
Time Interval	Description
From	Select the desired start time from the calendar.
To	Select the desired end time from the calendar.

Buttons

0	Sets the time interval to the current date.
-1	Sets the time interval to yesterday.
-7	Sets the time interval to the current week.
-31	Sets the time interval to the current month.

2.2.3 Result Section of the Event Log Dialog Box

The result section of the Event Log dialog box shows all selected alarm types for the selected modules with the selected state for the selected time interval.



Type	...	...	Module	Message Text	Updated	Opened
Audit			API Server	Local User '1' is executing 'Alarm Management'	26. January 2007 11:42:15	26. January 2007 11:42:15
Audit			API Server	User Login for '1' at 'PORTAL'	26. January 2007 11:40:57	26. January 2007 11:40:57
Information			XML Server	Module logged on	26. January 2007 11:40:36	26. January 2007 11:40:36
Audit			API Server	ESS Client 'xvoip' from IP '127.0.0.1' is connected!	26. January 2007 11:40:30	26. January 2007 11:40:30
Information			Evolution Portal	Module logged on	26. January 2007 11:40:19	26. January 2007 11:40:19
Information			Window Manager	Module logged on	26. January 2007 11:40:15	26. January 2007 11:40:15
Information			Recording Interf...	Module logged on	26. January 2007 11:40:05	26. January 2007 11:40:05
Information			Local Replay Ser...	Module logged on	26. January 2007 11:40:05	26. January 2007 11:40:05
Information			EVOip active	Module logged on	26. January 2007 11:40:05	26. January 2007 11:40:05
Information			EVOip	Module logged on	26. January 2007 11:40:05	26. January 2007 11:40:05
Information			Selective Data D...	Module logged on	26. January 2007 11:40:03	26. January 2007 11:40:03
Information			Archive Manager	Module logged on	26. January 2007 11:40:01	26. January 2007 11:40:01
Information			Database Inserter	Module logged on	26. January 2007 11:39:59	26. January 2007 11:39:59
Information			Delete Manager	Module logged on	26. January 2007 11:39:58	26. January 2007 11:39:58
Information			API Server	Module logged on	26. January 2007 11:39:58	26. January 2007 11:39:58
Information			Recording Mana...	Module logged on	26. January 2007 11:39:55	26. January 2007 11:39:55
Information			License Server	Module logged on	26. January 2007 11:39:55	26. January 2007 11:39:55
Information		✔	Alarm Manager	The time was adjusted by the alarm management! New time: ...	26. January 2007 11:39:55	26. January 2007 11:39:55
Information		✔	Archive Manager	Media '2DLZJEP-0001' in 'DISK(E) 1' will be overwritten now	25. January 2007 17:39:38	25. January 2007 17:39:38
Information		✔	Alarm Manager	The time was adjusted by the alarm management! New time: ...	25. January 2007 17:12:05	25. January 2007 17:12:05

Fig. 9 - Result section of the Event Log dialog box

In order to close a persistent message, the specific entry has to be selected and closed using the right mouse button.

Description of the Result Section:

Types	Description
Type	Message type
C (Closed)	Checkbox for closed messages
P (Persistent)	Checkbox for persistent messages
Module	Name of the specific module
Message Text	Message text
Updated	Time of the last update
Opened	Time of the first appearance
Closed	Time of the elimination
Close reason	Reason for the elimination

Description of the Context Menu:

Fig. 10 - Context menu

Menu Item	Description
Close	Closes the current error message if it is persistent.
Close All	Closes all displayed error message if they are persistent.
Refresh	Refreshes all messages.

2.2.4 Footer Section of the Event Log Dialog Box

The footer section at the bottom of the dialog box shows the free and the used capacity of the hard disk and the archiving media.

Fig. 11 - Footer section

Description of the Supported Drive Types:

Drive Type	Description
HDD	Local hard disk
ONLINE-STORAGE	Connected Network Attached Storage (NAS)
AIT	Internal AIT drive
DVD-RAM	Internal DVD-RAM drive
REV	Internal REV drive
CD-ROM	Internal CD-ROM drive
DVD-RAM (E)	External DVD-RAM drive
DISK (E)	External hard drive / USB stick

Description of the Level Indication:

Color of the Level Indication:	Description
White	Free capacity
Gray	No medium inserted
Green	Recording is currently taking place.
Green/red	Warning state reached – please insert a medium with free storage capacity.
Blue	Used capacity of an archive medium without software write protection
Yellow	Used capacity of an archive medium without write protection
Red	An error has occurred. Please insert another medium.

Move the mouse pointer over the level indication to obtain a status message for this archive medium.

The following states can be displayed for the archive medium:

Status of the Archive Medium	Description
No Medium	There is no medium inside this drive.
Unknown Data on Medium	The data on the medium is not an ASC format.
Medium Is Ready for Recording	The medium inside the drive is ready for call recording.
Recording	The data is currently being recorded on the archive medium.
Archive Medium	The medium inside this drive is an archive medium.
Error	The medium inside this drive is unusable.

Status of the Archive Medium	Description
Formatting Medium	The medium inside this drive is currently being formatted.
Ejecting Medium	The medium in this drive will now be ejected.
Empty Read-Only Medium	The medium inside this drive is write-protected.
Drive Is not Ready	The drive is not ready.
Loading Medium	The inserted medium is currently being loaded.
Unknown Media Type	The inserted medium type is unknown.
Update Mediua	The medium in this drive is an update medium.

By right-clicking the level indication, you can open the following dialog box:

Fig. 12 - Dialog box for the level indication in the Event Log

Eject Medium

Ejects the inserted medium.

Detach Drive

Securely detaches drives connected via USB from the system.

HINT

Detaching may not be possible, depending on the status of the USB drive.

HINT

An USB drive must only be removed via the “Detach Drive” menu item”!
Prior to connecting the drive again, the detaching process must have been terminated correctly. Please wait until the status bar has been updated.

Format Medium

Formats the medium in the drive.

Start EVOLUTION-Update

If an update medium has been inserted, a software update will be performed.

Ignore Recovery

Discards data which exists on the hard disk, but has not yet been transferred to the medium. This may happen if an archiving process has not been entirely completed yet (e.g. switching off without prior system completion).

Cancel Collection Box Archiving Job

Cancels the archiving of a call collection box.

2.2.5 Status Bar of the Event Log

In the status bar, the activities, the server name, and server date/time are shown.

Fig. 13 - Status bar

2.3 Exiting the Program

To exit the Alarm Management, click the “Exit” button.

Fig. 14 - Exiting the Program